

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Maria Theresa Barnes-Leon; Nardo B. Catahan Jr.;
Shailendra Garg; Ramaswamy Sundararajan

Assignee: Siebel Systems, Inc.

Title: SERVICE REQUEST COMMON OBJECT

Application No.: 10/809,927 Filing Date: March 24, 2004

Examiner: Ho T. Shiu Group Art Unit: 2457

Docket No.: OIC0103US Confirmation No.: 6763

Austin, Texas
March 24, 2009

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated December 24, 2008, having a shortened statutory period expiring on March 24, 2009. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification or Drawings are presented in this paper.

Amendments to the Claims are reflected in the listing of claims which begins on **page 2** of this paper.

Remarks/Arguments begin on **page 15** of this paper.